



AGENDA

NORCOM Governing Board
December 9, 2022, 9:00 am

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. Consent Agenda
 - A. Governing Board Meeting Minutes October 14, 2022
 - B. AP Reports October & November
5. For Briefing to Board
 - A. Tyler Update
 - B. Request for proposal- NORCOM PSAP services for the City of Bothell Police Department
6. For Board Decision
 - A. NORCOM Future growth needs
 - B. Resolution 203 - Adoption of the 2023 Budget
7. December Information Technology & Operations Newsletter
 - A. December Information Technology and Operations Updates Newsletter
8. Adjournment

The next Governing Board meeting is scheduled for January 13, 2023



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 12/09/2022
Subject: Governing Board Meeting Minutes October 14, 2022

Executive Summary:

The October 2022 Governing Board minutes are presented to the Board for review and consideration for approval.

Background:

The minutes are routinely submitted to the Governing Board for review, edits, and approval.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval.

Staff Comments:

None

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

Governing Board Meeting Minutes 101422



Meeting Minutes
NORCOM Governing Board
October 14, 2022

MEMBERS

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Kyle Kolling	City of Clyde Hill
Kurt Triplett	City of Kirkland
Jess Sass (Vice-Chair)	City of Medina
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park
Mark Correira	City of Snoqualmie
Joshua Erskine	Duvall Fire District #45
Jeff Clark	Eastside Fire & Rescue
Brian Culp	Fire District #27
Matt Cowan	Northshore Fire Department
Stephen Healy	Redmond Fire Department
Matt Cowan	Shoreline Fire Department
Jeff Clark	Woodinville Fire & Rescue
Michael Olson	City of Kirkland (Board Treasurer)

ABSENT

Beth Goldberg	City of Kirkland (Chair)
James Knisley	Skykomish Fire District #50
Jay Wiseman	Snoqualmie Pass Fire

GUESTS

Michael Despain	MED Enterprises
Unknown	Bellevue CARES
Jami Hoppen	KC911
Michele Plorde	KC EMS

NORCOM STAFF

Bill Hamilton	Executive Director
Roky Louie	Deputy Director Operations
Katy Myers	Deputy Director Administrative Services
Judy Cayton	Human Resource Manager
Marianne Ryerson	Finance Manager
Jeremy Henshaw	Law Enforcement Liaison
Cory James	Fire Liaison
Deanna Gregory	Pacifica Law Group
Brittney Rhodes	Public Records Specialist
Maggie Johanson	Administrative Assistant



**Meeting Minutes
NORCOM Governing Board
October 14, 2022**

o **Call to Order**

Chief Sass, Governing Board Vice Chair, called the Governing Board meeting to order at 9:00 a.m. The meeting was posted publicly and offered in a hybrid format to allow the public to participate in person, telephonically or by video remote access.

o **Roll Call**

Chief Sass requested a roll call of present Governing Board members. Maggie Johanson, NORCOM Administrative Assistant, reported there was a quorum.

o **Open Communications from the Public**

There were no requests for open communication from the public by email, phone or in person.

o **Consent Agenda**

- **Governing Board Meeting Minutes September 9, 2022**
- **Accounts Payable Report September**

There was no discussion on any consent agenda items.

Chief Yourkoski made a motion to approve the Consent Agenda. Deputy City Manager McCommon seconded the motion.

Motion carried.

o **For Board Briefing**

- **City of Kirkland Behavioral Health Initiatives – Exploring changes to Behavioral Health services in the PSAP**

Director Hamilton introduced Kurt Triplett who provided a presentation on the City of Kirkland's pilot mental health program called RACER (Regional Crisis Response Center), he stated they are looking for a location in Kirkland for a health crisis clinic and discussing the idea of having a mental health professional in the dispatch center. The city of Kirkland has put a placeholder on \$150,000 to go towards the program with the hope that others will join and contribute.



**Meeting Minutes
NORCOM Governing Board
October 14, 2022**

o **For Board Decision**

- **Resolution 202 – Authorizing the execution of an Interlocal Agreement with Snohomish County 911 for Alpha-Numeric Paging System Upgrades, and matter related thereto**

Director Hamilton introduced Resolution 202, and stated that staff has been working closely with Sno 911 on this project. Staff is requesting the approval of Resolution 202 authorizing the Executive Director to execute the agreement on behalf of the Governing Board and the direction they have provided. NORCOM legal counsel has been involved in the drafting of the agreement.

Deputy City Manager McCommon made a motion to approve Resolution 202. Chief Kolling seconded the motion.

Motion carried.

- **November Meeting Decision**

Director Hamilton introduced the topic of the November 2022 Governing Board meeting with a reminder that back in April the meeting was moved to November 10th from the 11th due to the 11th being a legal holiday and with the option to revisit later to see if the meeting would move dates or be canceled. NORCOM staff noted that the ILA meeting requirements allow the meeting to be canceled and staff has confirmed no critical board decisions for the November meeting therefore NORCOM staff is requesting the November meeting be canceled.

Chief Kroon made a motion to cancel the November Governing Board Meeting. Chief Yourkoski seconded the motion.

Motion carried.



**Meeting Minutes
NORCOM Governing Board
October 14, 2022**

o **Newsletter**

• **October Information Technology & Operations Updates Newsletter**

The October edition of the Newsletter provides an overview of projects and upcoming events.

o **Adjournment**

Deputy City Manager McCommon made a motion to adjourn the meeting. Chief Magnan seconded the motion.

Motion carried.

The meeting adjourned at 9:51.

The next Governing Board meeting is scheduled for December 9, 2022.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 12/09/2022
Subject: AP Reports October & November

Executive Summary:

NORCOM staff is asking that the Board approve this report through consent. This action is routine in nature and the Finance Manager has reviewed all charges.

Background:

These are routine reports produced monthly for Board review.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval.

Staff Comments:

None

Options

Risks

Finance Committee Review: Yes

Legal Review: No

Joint Operations Board Review: No

Attachments

AP Reports October
AP Reports November

NORCOM

ACTIVITY OCTOBER 1, 2022 THROUGH OCTOBER 31, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,028,320.57

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation and that the claim is a just, due and unpaid obligation again NORCOM, and that I am authorized to authenticate and certify said claim.

Michael Olson, Treasurer

Date

We, the undersigned NORCOM Board Members, do hereby certify that claims in the amount detailed above are approved.

Governing Board Chair

Date

Governing Board Vice Chair

Date

501- Operating

for Period Ending October 28, 2022

	2022 Budget	October Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	-	\$ 12,580,410	100%
Agency Reimbursements	156,000	22,391	\$ 169,154	108%
Grants/Intergovernmental/Interest	140,000	-	\$ 146,118	104%
Total	12,876,410	22,391	12,895,682	100%
Transfers In	1,116,691	290,000	\$ 1,169,000	105%
Revenues + Transfers	13,993,101	312,391.33	14,064,682	101%

Expenses

	2022 Budget	October Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 566,076	\$ 5,732,106	73%	2,114,062
Salaries & Wages - Overtime	242,405	\$ 49,107	\$ 565,719	233%	(323,314)
Professional Reimbursements	4,200	\$ 323	\$ 3,231	77%	969
Medical	1,169,166	\$ 94,916	\$ 936,756	80%	232,410
Dental	98,425	\$ 7,690	\$ 76,234	77%	22,191
Vision	13,080	\$ 1,022	\$ 10,021	77%	3,059
Long-Term Care	6,600	\$ 533	\$ 4,626	70%	1,974
Medicare	117,345	\$ 8,260	\$ 84,967	72%	32,378
MEBT	494,564	\$ 37,247	\$ 392,784	79%	101,780
PERS	881,324	\$ 63,575	\$ 643,405	73%	237,919
Washington FMLA	16,478	\$ 965	\$ 10,139	62%	6,339
Unemployment	90,200	\$ 2,320	\$ 84,356	94%	5,844
Workers Comp	35,162	\$ 1,466	\$ 14,394	41%	20,768
Total Personnel	11,015,117	833,501	\$ 8,558,738	78%	2,466,379
Advertising	5,000	\$ 133	\$ 9,475	189%	(4,475)
Bank Fees	250	\$ -	\$ 86	34%	164
Cellular/Pager & Radio Svcs	51,816	\$ 344	\$ 27,276	53%	24,540
Computer Hardware-Non Capital	10,000	\$ -	\$ -	0%	10,000
Consumable Goods	9,950	\$ 9	\$ 7,181	72%	2,769
Dues & Memberships	11,685	\$ 1,370	\$ 11,165	96%	520
Equipment Leases	20,520	\$ 121	\$ 17,550	86%	2,970
Facility Lease	696,952	\$ 100,396	\$ 586,429	84%	110,523
Financial Audit	23,230	\$ -	\$ 12,417	53%	10,813
Hosted Services	116,720	\$ -	\$ 105,609	90%	11,111
HR Services	63,000	\$ 8,535	\$ 69,535	110%	(6,535)
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 12	\$ 4,066	45%	4,934
Network Service	29,091	\$ 727	\$ 23,423	81%	5,668
Office Furniture	7,750	\$ -	\$ 3,730	48%	4,020
Office Supplies	8,000	\$ -	\$ 2,480	31%	5,520
Operating Supplies	4,000	\$ -	\$ 2,159	54%	1,841
Parking Lease	61,524	\$ 1,357	\$ 30,708	50%	30,816
Payroll Services	25,000	\$ 580	\$ 9,916	40%	15,084
Postage	750	\$ -	\$ 533	71%	217
Printing	1,100	\$ -	\$ 1,405	128%	(305)
Professional Services	243,650	\$ 4,014	\$ 111,731	46%	131,919
R&M - Network Equipment	138,137	\$ -	\$ 2,164	2%	135,973
R&M - Office Equipment	5,000	\$ -	\$ -	0%	5,000
R&M - Software Maintenance	1,014,392	\$ -	\$ 767,772	76%	246,620
Radio Site Lease	52,177	\$ -	\$ 8,766	17%	43,411
Recruitment Supplies	2,000	\$ -	\$ 67	3%	1,933
Small Tools & Minor Equipment	14,750	\$ 76	\$ 3,759	25%	10,991
Software/Licensing	102,440	\$ 12,419	\$ 44,976	44%	57,464
Telephone Services	46,100	\$ 2,236	\$ 33,877	73%	12,223
Training/Conf Registrations	3,500	\$ -	\$ 1,526	44%	1,974
Training/Conf Registrations/ Travel	10,500	\$ -	\$ 7,274	69%	3,226
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,176,245	132,329	\$ 2,031,172	64%	1,145,073
GRAND TOTAL	14,191,362	965,830	\$ 10,589,910	75%	3,601,452

502- Capital Projects

	2022 Budget	October Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 45,990	\$ 546,175	78%	152,312

503- Equipment Replacement:

	2022 Budget	October Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ 2,633	\$ 22,744	14%	140,926
R&M Software Maintenance	136,330	\$ -	\$ 5,813	4%	130,517
	300,000	\$ 2,633	\$ 28,557	10%	271,443

505-E 911 Escrow

Revenues:	2022 Budget	October Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	-	\$ 899,340	77%
Investment Interest	-	-	\$ 3,121	
	1,166,691	-	\$ 902,460	77%

Expenditures:	2022 Budget	October Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ 290,000	\$ 1,169,000	105%	(52,309)

NORCOM Financial Summary

for Period Ending October 28, 2022

	2022 Amended Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2022 Beginning Fund Balance	148,261	<i>\$148,261</i>	
Agency Revenue	12,580,410	\$ 12,580,410	100.00%
Other Revenue	296,000	\$ 315,272	106.51%
Transfers In	1,166,691	1,169,000	100.20%
Revenue Collected	14,043,101	14,064,682	100.15%
Total Resources	14,191,362	14,212,943	
Personnel Expenditures	11,015,117	\$ 8,558,738	77.70%
Operating Expenditures	2,836,471	\$ 2,031,172	71.61%
Transfers Out	313,261	\$ 50,000	15.96%
Total Expenditures	14,164,849	10,639,910	75.11%
Available Fund Balance	\$26,513	\$3,573,033.37	
<u>502 - Capital Projects Fund</u>			
2022 Beginning Fund Balance	538,264	<i>\$538,264</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	563,261	-	0.00%
Revenue Collected	563,261	-	0.00%
Total Resources	1,101,525	538,264	
Expenditures	698,897	\$ 546,175	78.15%
Transfers Out	-	\$ -	0.00%
Total Expenditures	698,897	546,175	78.15%
Available Fund Balance	\$402,628	-\$7,911	
<u>503 - Equipment Replacement Reserve</u>			
2022 Beginning Fund Balance	501,404	<i>\$501,404</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	50,000	-	0.00%
Revenue Collected	50,000	-	0.00%
Total Resources	551,404	501,404	
Expenditures	300,000	\$ 28,557	9.52%
Transfers Out	-	-	0.00%
Total Expenditures	300,000	28,557	9.52%
Available Fund Balance	\$251,404	\$472,847	

	2022 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
2022 Beginning Fund Balance	\$ 160,751	<i>\$160,751</i>	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ -	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	160,751	160,751	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
Available Fund Balance	\$160,751	\$160,751	
<u>505 - E-911 Escrow Trust</u>			
2022 Beginning Fund Balance	\$85,719	<i>\$85,719</i>	
Operating Revenue	1,116,691	\$ 899,340	80.54%
Investment Interest	-	3,121	0.00%
Revenue Collected	1,116,691	902,460	80.82%
Total Resources	1,202,410	988,179	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	1,169,000	104.68%
Total Expenditures	1,116,691	1,169,000	104.68%
Available Fund Balance	\$85,719	-\$180,821	
<u>506 - Rate Stabilization Reserve</u>			
2022 Beginning Fund Balance	\$807,041	<i>\$807,041</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	807,041	807,041	
Expenditures	-	-	0.00%
Transfers Out	300,000	-	0.00%
Total Expenditures	300,000	-	0.00%
Available Fund Balance	\$507,041	\$807,041	

NORCOM

ACTIVITY NOVEMBER 1, 2022 THROUGH NOVEMBER 28, 2022

Accounts Payable, Payroll, Electronic and Manual Payments Totaling: \$1,020,679.64

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation and that the claim is a just, due and unpaid obligation again NORCOM, and that I am authorized to authenticate and certify said claim.

Michael Olson, Treasurer

Date

We, the undersigned NORCOM Board Members, do hereby certify that claims in the amount detailed above are approved.

Governing Board Chair

Date

Governing Board Vice Chair

Date

501- Operating

for Period Ending November 28, 2022

	2022 Budget	November Activity	2022 Collected to Date	% collected
Agency Revenue	12,580,410	-	\$ 12,580,410	100%
Agency Reimbursements	156,000	31,725	\$ 200,879	129%
Grants/Intergovernmental/Interest	140,000	-	\$ 300,286	214%
Total	12,876,410	31,725	13,081,576	102%
Transfers In	1,116,691	-	\$ 1,169,000	105%
Revenues + Transfers	13,993,101	31,724.96	14,250,576	102%

Expenses

	2022 Budget	November Activity	2022 Spending to Date	% used	Remaining Balance
Salaries & Wages - Regular	7,846,168	\$ 601,255	\$ 6,333,361	81%	1,512,807
Salaries & Wages - Overtime	242,405	\$ 44,192	\$ 609,911	252%	(367,506)
Professional Reimbursements	4,200	\$ 323	\$ 3,554	85%	646
Medical	1,169,166	\$ 95,634	\$ 1,032,389	88%	136,777
Dental	98,425	\$ 7,656	\$ 83,891	85%	14,534
Vision	13,080	\$ 1,022	\$ 11,043	84%	2,037
Long-Term Care	6,600	\$ 493	\$ 5,119	78%	1,481
Medicare	117,345	\$ 8,670	\$ 93,638	80%	23,707
MEBT	494,564	\$ 39,111	\$ 431,896	87%	62,668
PERS	881,324	\$ 65,308	\$ 708,713	80%	172,611
Washington FMLA	16,478	\$ 1,014	\$ 11,152	68%	5,326
Unemployment	90,200	\$ 1,685	\$ 86,040	95%	4,160
Workers Comp	35,162	\$ 1,535	\$ 15,929	45%	19,233
Total Personnel	11,015,117	867,899	\$ 9,426,636	86%	1,588,481
Advertising	5,000	\$ 5,057	\$ 14,532	291%	(9,532)
Bank Fees	250	\$ -	\$ 86	34%	164
Cellular,Pager & Radio Svcs	51,816	\$ 1,236	\$ 31,049	60%	20,767
Computer Hardware-Non Capital	10,000	\$ 1,376	\$ 1,616	16%	8,384
Consumable Goods	9,950	\$ 690	\$ 8,284	83%	1,666
Dues & Memberships	11,685	\$ 10	\$ 13,164	113%	(1,479)
Equipment Leases	20,520	\$ 1,642	\$ 20,714	101%	(194)
Facility Lease	696,952	\$ 48,385	\$ 634,814	91%	62,138
Financial Audit	23,230	\$ -	\$ 12,417	53%	10,813
Hosted Services	116,720	\$ -	\$ 105,609	90%	11,111
HR Services	63,000	\$ 11,769	\$ 82,084	130%	(19,084)
Insurance	75,000	\$ -	\$ 74,116	99%	884
Local Travel/Training/ Mileage	9,000	\$ 187	\$ 4,794	53%	4,206
Network Service	29,091	\$ 3,262	\$ 28,545	98%	546
Office Furniture	7,750	\$ -	\$ 3,730	48%	4,020
Office Supplies	8,000	\$ 417	\$ 3,301	41%	4,699
Operating Supplies	4,000	\$ 614	\$ 2,840	71%	1,160
Parking Lease	61,524	\$ 1,950	\$ 32,658	53%	28,866
Payroll Services	25,000	\$ 1,064	\$ 11,417	46%	13,583
Postage	750	\$ -	\$ 533	71%	217
Printing	1,100	\$ -	\$ 1,405	128%	(305)
Professional Services	243,650	\$ 5,194	\$ 124,347	51%	119,303
R&M - Network Equipment	138,137	\$ -	\$ 2,164	2%	135,973
R&M - Office Equipment	5,000	\$ -	\$ 116	2%	4,884
R&M - Software Maintenance	1,014,392	\$ 35,099	\$ 805,247	79%	209,145
Radio Site Lease	52,177	\$ 566	\$ 9,332	18%	42,845
Recruitment Supplies	2,000	\$ 87	\$ 143	7%	1,857
Small Tools & Minor Equipment	14,750	\$ 292	\$ 4,056	27%	10,694
Software/Licensing	102,440	\$ 9,083	\$ 54,059	53%	48,381
Telephone Services	46,100	\$ 3,329	\$ 38,838	84%	7,262
Training/Conf Registrations	3,500	\$ -	\$ 1,921	55%	1,579
Training/Conf Registrations/ Travel	10,500	\$ 2,465	\$ 10,636	101%	(136)
Transfers Out	313,261	\$ -	\$ 50,000	16%	263,261
Total Supplies & Services	3,176,245	133,774	\$ 2,188,568	69%	987,677
GRAND TOTAL	14,191,362	1,001,672	\$ 11,615,205	82%	2,576,157

502- Capital Projects

	2022 Budget	November Activity	2022 Spending to Date	% used	Remaining Balance
R&M - Software Maintenance	698,487	\$ 14,179	\$ 567,533	81%	130,954

503- Equipment Replacement:

	2022 Budget	November Activity	2022 Spending to Date	% used	Remaining Balance
Computer Hardware-NonCapital	163,670	\$ -	\$ 34,738	21%	128,932
R&M Software Maintenance	136,330	\$ -	\$ 5,813	4%	130,517
	300,000	\$ -	\$ 40,552	14%	259,448

505-E 911 Escrow

Revenues:	2022 Budget	November Activity	Collected to Date	% collected
E-911 Escrow	1,166,691	299,673	\$ 899,385	77%
Investment Interest	-	-	\$ 3,121	
	1,166,691	299,673	\$ 902,505	77%

Expenditures:	2022 Budget	November Activity	2022 Spending to Date	% used	Remaining Balance
Transfers Out	1,116,691	\$ -	\$ 1,169,000	105%	(52,309)

NORCOM Financial Summary

for Period Ending November 28, 2022

	2022 Amended Budget	Actual	Percent of Budget
<u>501 - Operating Fund</u>			
2022 Beginning Fund Balance	148,261	<i>\$148,261</i>	
Agency Revenue	12,580,410	\$ 12,580,410	100.00%
Other Revenue	296,000	\$ 501,166	169.31%
Transfers In	1,166,691	1,169,000	100.20%
Revenue Collected	14,043,101	14,250,576	101.48%
Total Resources	14,191,362	14,398,837	
Personnel Expenditures	11,015,117	\$ 9,426,636	85.58%
Operating Expenditures	2,836,471	\$ 2,188,568	77.16%
Transfers Out	313,261	\$ 50,000	15.96%
Total Expenditures	14,164,849	11,665,205	82.35%
Available Fund Balance	\$26,513	\$2,733,632.08	
<u>502 - Capital Projects Fund</u>			
2022 Beginning Fund Balance	538,264	<i>\$538,264</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	563,261	-	0.00%
Revenue Collected	563,261	-	0.00%
Total Resources	1,101,525	538,264	
Expenditures	698,897	\$ 567,533	81.20%
Transfers Out	-	\$ -	0.00%
Total Expenditures	698,897	567,533	81.20%
Available Fund Balance	\$402,628	-\$29,269	
<u>503 - Equipment Replacement Reserve</u>			
2022 Beginning Fund Balance	501,404	<i>\$501,404</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	50,000	-	0.00%
Revenue Collected	50,000	-	0.00%
Total Resources	551,404	501,404	
Expenditures	300,000	\$ 40,552	13.52%
Transfers Out	-	-	0.00%
Total Expenditures	300,000	40,552	13.52%
Available Fund Balance	\$251,404	\$460,852	

	2022 Adopted Budget	Actual	Percent of Budget
<u>504 - Operating Expense Reserve</u>			
2022 Beginning Fund Balance	\$ 160,751	<i>\$160,751</i>	
Investment Interest	\$ -	-	0.00%
Other Revenue	\$ -	-	0.00%
Transfers In	\$ -	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	160,751	160,751	
Personnel Expenditures	-	-	0.00%
Operating Expenditures	-	-	0.00%
Transfers Out	-	-	0.00%
Total Expenditures	-	-	0.00%
Available Fund Balance	\$160,751	\$160,751	
<u>505 - E-911 Escrow Trust</u>			
2022 Beginning Fund Balance	\$85,719	<i>\$85,719</i>	
Operating Revenue	1,116,691	\$ 899,385	80.54%
Investment Interest	-	3,121	0.00%
Revenue Collected	1,116,691	902,505	80.82%
Total Resources	1,202,410	988,224	
Expenditures	-	-	0.00%
Transfers Out	1,116,691	1,169,000	104.68%
Total Expenditures	1,116,691	1,169,000	104.68%
Available Fund Balance	\$85,719	-\$180,776	
<u>506 - Rate Stabilization Reserve</u>			
2022 Beginning Fund Balance	\$807,041	<i>\$807,041</i>	
Investment Interest	-	-	0.00%
Non-Operating Revenue	-	-	0.00%
Transfers In	-	-	0.00%
Revenue Collected	-	-	0.00%
Total Resources	807,041	807,041	
Expenditures	-	-	0.00%
Transfers Out	300,000	-	0.00%
Total Expenditures	300,000	-	0.00%
Available Fund Balance	\$507,041	\$807,041	



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 12/09/2022
Subject: Tyler Update

Executive Summary:

The Governing Board is aware that subsequent to rigorous testing by staff and end users, NORCOM migrated to a single Tyler CAD system in August of 2022. Since that time, NORCOM has delivered over 40,000 Fire/EMS calls in our ZONE 1 Fire service area and is beginning to realize the anticipated project benefits. However, the Zone 1 Fire Chiefs have expressed strong concerns regarding some data retrieval and accuracy challenges, as well as important challenges for the end user as it relates to "ease of use," including readability in relation to the smaller screens in an apparatus.

Staff has been heavily engaged in very strong collaboration with Tyler Technology and our Fire agencies. Much progress has been made in providing clarification and resolving issues, including critical changes at the Tyler technology level, increasing data retrieval training opportunities, and reducing opportunities for human error through system-setting changes. Staff is also in the midst of developing effective solutions for improving "ease of use" for our end users.

Background:

The decision to migrate to a single CAD system involved a great deal of multi-disciplined stakeholder discussion, solicitation of input, and end-user field testing. Many of the concerns regarding the data and end-user challenges did not come to light at that time and are being aggressively remedied. Other identified concerns are not unusual when migrating to a new technology platform. NORCOM staff is confident that progress continues and challenges can be overcome.

Past Board or Other Related Actions:

Nothing additional

Policy and Strategic Implications:

The ILA provides guidance for stakeholders who wish to leave NORCOM.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends that the Governing Board receive this report, seek clarification and provide direction.

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 12/09/2022
Subject: Request for proposal- NORCOM PSAP services for the City of Bothell Police Department

Executive Summary:

NORCOM currently provides PSAP services for the Bothell Fire Department. The Bothell Police Department currently provides dispatch services for the Bothell Police and the Lake Forest Park Police Departments. The Bothell Police Chief has requested a formal proposal for NORCOM services. Thus far, no similar request has been received from the Lake Forest Park Police Department.

Background:

In 2020 Bothell requested a PSAP services proposal from NORCOM, but after consideration, chose to maintain their own center.

Upon receiving this new request for proposal, the NORCOM Executive Director engaged the communications center manager as well as the Chief of Police to better understand the level of interest. The level of interest is high.

NORCOM has requested all necessary data and has assigned staff to this project.

Past Board or Other Related Actions:

The Governing Board was apprised of a similar Bothell Police request in 2020.

Policy and Strategic Implications:

This process is in its infancy and no authorization has been made nor implied by either party.

Any formal agreement to join NORCOM will require authorization from the Bothell City Council as well as the NORCOM Governing Board. As per the NORCOM ILA, the NORCOM Governing Board will also determine a new agency's member designation as a Primary or Subscriber and may choose to assign a different user fee and a premium to a subscriber agency. A supermajority vote is required to designate an agency as a Principal.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Governing Board receive this information, seek clarification and provide direction as warranted.

Staff Comments:

Nothing additional

Options

Risks

Finance Committee Review: No

N/A

Legal Review: No

None at this time

Joint Operations Board Review: No

N/A



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 12/09/2022
Subject: NORCOM Future growth needs

Executive Summary:

Chief Cowan (Shoreline Fire) recently contacted NORCOM to share that property which might meet NORCOM's future growth needs, had become available in the Fircrest community of Shoreline. Chief Cowan would like to explore the feasibility and general interest in a new construction partnership.

Staff is respectfully requesting Governing Board's input or direction in this regard.

Background:

Prior to the formal establishment of NORCOM in 2007, the project team commissioned a 2005 *ADCOMM Engineering* facility selection study. This study was utilized to guide the decision to locate NORCOM within its current location at Bellevue City Hall. As NORCOM continued to grow in terms of employees, agencies and population served, NORCOM commissioned Burns and McDonnell to conduct a follow-up space-need study in 2018. This 45-page study ultimately recommended a larger space or the construction of a new building. At this time, it is unknown if this study was ever presented to the Board or if any Board action or direction took place, as it pre-dates most current staff.

Since 2020, several Board members have informally expressed concerns regarding the rising costs associated with leasing space and have suggested that NORCOM consider commissioning a study to explore the feasibility and cost of a new center. The cost of such a study is unknown and is not currently budgeted. Additionally, as per the ILA, such debt would require the sponsorship of a NORCOM agency.

Past Board or Other Related Actions:

Past Governing Boards have discussed future growth needs.

Policy and Strategic Implications:

The opportunity to partner with a NORCOM agency and build an independent Communications Center is very interesting and a decision of this magnitude would require much discussion and professional consultation.

An important consideration for any such project is the possible impact on employee commuting and related employee retention.

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board receive this information, seek clarification and provide direction to staff.

Staff Comments:

Nothing additional

Options**Risks**

Finance Committee Review: No

None at this time

Legal Review:

None at this time

Joint Operations Board Review:

N/A

Attachments

NORCOM Future Growth Needs

NORCOM Future Growth



15230 15th Ave NE Seattle, WA 98155





MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 12/09/2022
Subject: Resolution 203 - Adoption of the 2023 Budget

Executive Summary:

The Board is being asked to adopt the NORCOM 2023 budget. There are several key features of this budget that include:

- Overall, user fees will increase 7%.
 - Of the total fees, \$377,00 will be immediately directed toward the Capital Projects Fund
- Increases to personnel of approximately \$656,000
- Operating expenses include new charges from PSERN, anticipated to go online April 2023. Total budgeted amount for costs are \$340,000
- Two significant Capital Projects are budgeted- Console Furniture Replacement and Alpha Numeric Paging
- The Rate Stabilization Fund will not be utilized in 2023 to reduce user fees.

Background:

NORCOM staff and the Finance Committee have worked throughout the year to create this budget, which puts forth the financial framework for continued success in 2023. The Governing Board has provided input and direction for consideration to the Finance Committee and NORCOM Management. On August 12 th, the Governing Board approved this budget for submission to its agencies.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

Adoption of the budget has significant impact to policy and strategy moving forward.

NORCOM Staff Recommendation:

NORCOM Staff recommends approval to adopt the 2023 budget.

Staff Comments:

NORCOM Staff and Finance Committee will be happy to take questions pertaining to this budget.

Options

Risks

Finance Committee Review: Yes

The finance committee has been advised of the 2023 budget recommendation and offered guidance, which has been incorporated.

Legal Review: No

Joint Operations Board Review: No

Attachments

Resolution 203 - Budget Adoption

2023 Budget Document

2023 Budget Adoption

RESOLUTION 203

RESOLUTION OF THE GOVERNING BOARD OF NORCOM ADOPTING THE 2023 BUDGET

WHEREAS, the legislative bodies of each Principal and Subscriber have approved their respective allocations for NORCOM's 2023 budget; and

WHEREAS, on August 12, 2022 the Governing Board held a public hearing on NORCOM's 2023 budget;

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of NORCOM as follows:

Section 1. 2023 NORCOM Budget. The NORCOM 2023 Adopted Budget, attached hereto and incorporated as Exhibit A, is approved for distribution to the Participating Agencies as required in the Interlocal Agreement.

Section 2. Summary of 2023 NORCOM Budget. A summary of the 2023 Budget is as follows:

	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
2023 Beginning Fund Balance	-	402,628	251,404	160,751	85719	507041	1,407,543
Total 2023 Revenues	13,384,126	377,412	-	-	1,470,055	-	15,231,593
Total 2023 Expenditures	14,826,150	807,803	131,500	-	-	-	15,765,453
Transfer Activities	1,442,055	28,000	-	-	(1,470,055)	-	-
Total Fund Resources	31	237	119,904	160,751	85,719	507,041	873,683

Section 3. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open public meeting on this 9th of December, 2022.

Signed in authentication thereof on this 9th day of December, 2022.

Chair

Attest

Resolution 203
Adopting the 2023 Budget

NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY



2023 ADOPTED BUDGET DECEMBER 9, 2022

PHONE: (425) 577-5700 • www.norcom.org • PO Box 50911, BELLEVUE, WA 98015-0911



Contents

MESSAGE FROM THE EXECUTIVE DIRECTOR	2
AGENCY OVERVIEW	3
MISSION, VISION AND VALUES STATEMENT.....	3
LEGAL ORGANIZATION AND GOVERNANCE	3
ORGANIZATION CHART	5
BUDGET OVERVIEW	6
BUDGET PLANNING	6
BUDGET OBJECTIVES.....	6
FEE SMOOTHING, FUND SEPARATION, AND LONG TERM PLANNING	8
FEE SMOOTHING PROJECTIONS	9
2023 FUND SUMMARY ¹.....	10
2023 RESOURCES	10
TRANSFERS	13
OPERATING FUND.....	13
FUND OVERVIEW AND DRIVERS.....	13
FUND DETAIL	14
CAPITAL PROJECTS FUND.....	16
FUND OVERVIEW AND DRIVERS.....	16
FUND DETAIL	16
CAPITAL PROJECTS FUND FORECAST.....	17
FUNDING	18
EQUIPMENT REPLACEMENT & RESERVE FUND	18
FUND OVERVIEW AND DRIVERS.....	18
2023 FUND EXPENSES	18
PROJECTED ER&R FUND FORECAST.....	18
OPERATING EXPENSE RESERVE	19
FUND OVERVIEW AND DRIVERS.....	19
E-911 ESCROW FUND	19
FUND OVERVIEW AND DRIVERS.....	19
FUND FORECASTS	19
RATE STABILIZATION FUND.....	20
FUND OVERVIEW AND DRIVERS.....	20



Message from the Executive Director

The 2023 Budget is the product of strong collaboration between the agencies we proudly serve, the NORCOM Finance Committee, the NORCOM Governing Board, and NORCOM staff. The budget continues to build upon the core goals of financial stability, reasonable and defensible fiscal policies, appropriate and equitable project funding, and fiscal transparency.

The budget also recognizes current inflationary concerns and seeks to reduce year-to-year volatility through a multi-year financial vision and increased predictability in customer rates.

Most specifically, the 2023 budget addresses the replacement of aging Fire Agency paging infrastructure, migration to new Police and Fire software solutions, increased labor costs, emergency radio costs, current technology needs, and the continued migration to new Next Generation 911 technologies. Additionally, staff remains watchful of the budgetary impacts of ongoing regional projects such as the new 911 PSAP phone system and the PSERN radio system.

While financial forecasting and related expenditures are problematic in the current economic environment, the NORCOM Governing Board continues to make difficult decisions in support of the shared mission of providing our agencies and collective communities with excellent service.

Thank you for your continued dedication to the NORCOM model and the communities served.

Respectfully,

A handwritten signature in black ink, appearing to read 'William Hamilton', with a stylized, flowing script.

William Hamilton
Executive Director
NORCOM 911

Our mission is to be a caring and trusted Servant to those who Need Help and those who provide help.



Agency Overview

Mission, Vision and Values Statement

The **Core Mission** of the North East King County Regional Communication Agency (NORCOM) is to be a caring and trusted servant to those who need help and those who provide help.

The **Core Values** include:

- Deliver Excellent Service to the Public.
- Provide a Good Value: effective service while using resources wisely. Be Efficient.
- Customer Service: Provide the best possible service to the public, to agencies, and other public safety service providers. Be Responsive.
- Participatory Governance: We give all participating agencies and agency members a voice in operating decisions of the agency. Work Together.
- Promote Interagency Collaboration and Interoperability: We will be good neighbors. Be Open.
- Consider the future: We will continuously adapt to the needs of the public and customer needs. Be Innovative.

Legal Organization and Governance

The North East King County Regional Public Safety Communications Agency (NORCOM) officially organized on November 7, 2007 as a Washington not-for-profit corporation created by in Interlocal Agreement among the City of Bellevue, City of Bothell, City of Clyde Hill, City of Kirkland, City of Medina, City of Mercer Island, City of Snoqualmie, King County Fire District #45 (Duvall), Eastside Fire and Rescue, King County Fire District #27 (Fall City), Northshore Fire, Shoreline Fire, King and Kittitas Counties Fire District #51 (Snoqualmie Pass Fire and Rescue) and Woodinville Fire and Life, as authorized by the Interlocal Cooperation Act under Chapters 24.06 and 39.34 of the Revised Code of Washington.

On July 1, 2009, NORCOM answered its first 911 call as a consolidated dispatch agency.

In 2021, NORCOM is comprised of 6 police agencies and 14 fire agencies. The total population served by these agencies is 738,491 residents, which does not include commuters and visitors to the area every day. The service area is approximately 714 square miles, situated primarily in the northern and eastern portions of King County. NORCOM's northern border stretches into parts of Snohomish County, with services provided by Shoreline and Bothell Fire departments. The most southern portion of NORCOM's service area is the City of Normandy Park, located in the southwest part of King County. The most easterly part of NORCOM's service area stretches into parts of Kittitas County.

NORCOM is governed by the Governing Board, comprised of the Chief Executive Officer of each Principal Agency or their designee.



Principal members of the Governing Board are:

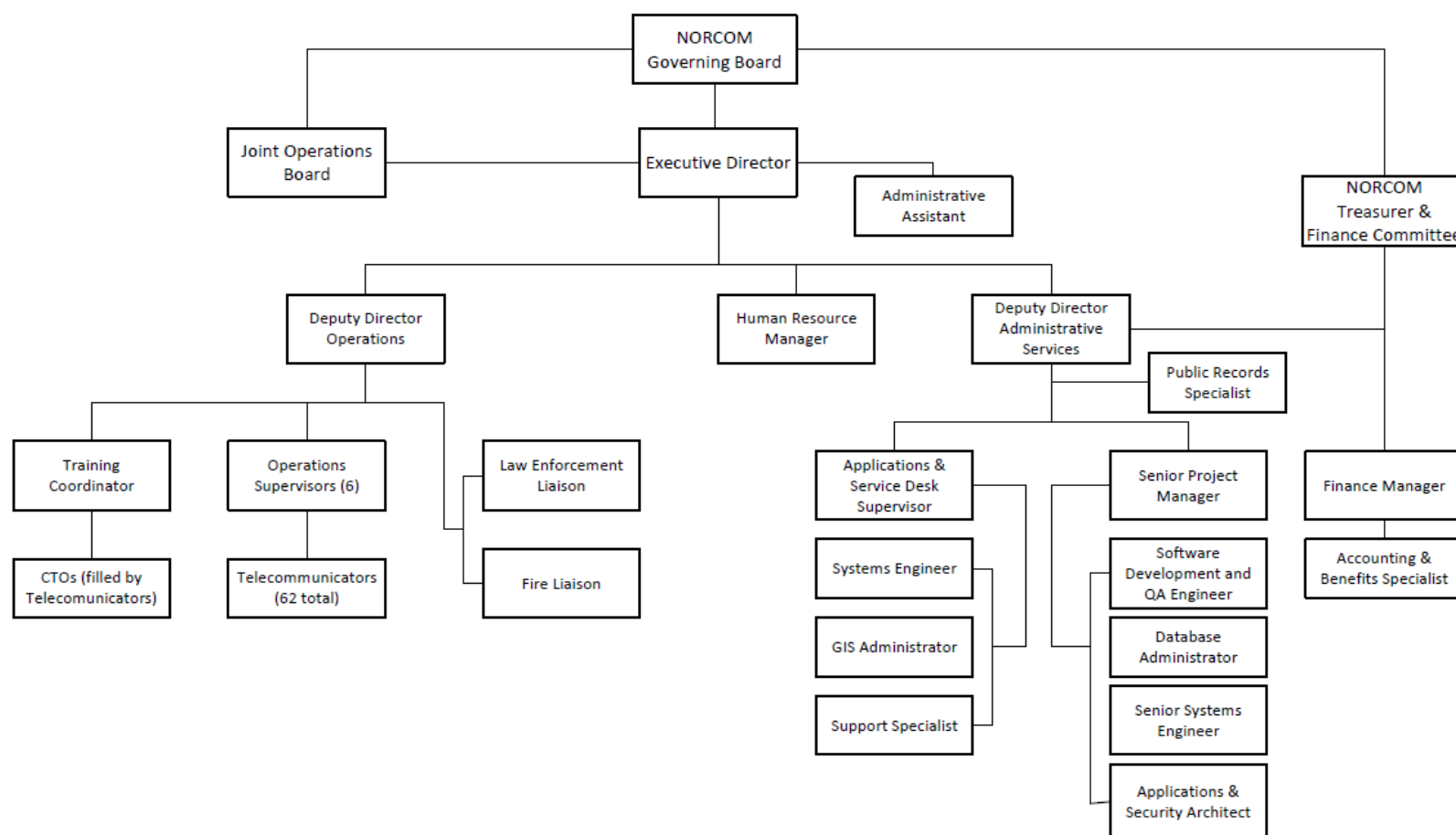
Agency	Principal Member	Title
City of Bellevue	Nathan McCommon	Deputy City Manager
City of Bothell	Bruce Kroon	Fire Chief
City of Clyde Hill	Kyle Kolling	Police Chief
Duvall Fire District #45	Josh Erskine	Fire Chief
Eastside Fire and Rescue	Ben Lane	Fire Chief
Fall City Fire District #27	Brian Culp	Fire Chief
City of Kirkland	Beth Goldberg, Chair	Deputy City Manager
City of Medina	Jeff Sass, Vice-Chair	Police Chief
City of Mercer Island	Ed Holmes	Police Chief
City of Normandy Park	Dan Yourkoski	Police Chief
Northshore Fire District	Matt Cowan	Fire Chief
City of Redmond	Adrian Sheppard	Fire Chief
Shoreline Fire Department	Matt Cowan	Fire Chief
Skykomish Fire District #50	James Knisley	Fire Chief
City of Snoqualmie	Mark Correia	City Administrator
Snoqualmie Pass Fire District	Jay Wiseman	Fire Chief
Woodinville Fire and Life	Ben Lane	Fire Chief

To assist the board with fiscal duties and responsibilities, the Board created a Finance Committee. The finance committee is an advisory committee, comprising of employees of NORCOM's principals and subscribers. Chief Officers or designees of principals and subscribers may appoint an employee to the Committee for participation.



Organization Chart

NORCOM Organizational Chart





Budget Overview

The NORCOM budget process is part of an overall policy framework that guides the services and functions of NORCOM. The budget serves a vital role in that policy framework by allocating financial resources to support the Core Values and Goals set by NORCOM leadership and the Governing Board. NORCOM utilizes an accrual basis of budgeting, identical to its basis of accounting.

Developing the annual budget is an ongoing process that begins as soon as the final budget is approved for the prior year.

Budget Planning

Budget planning begins with the creation of a budget schedule presented to the NORCOM leadership team. Once finalized, the schedule is presented to the Board for approval. Budget templates are sent to the leadership team to capture budget requests for the upcoming fiscal year. The requests are reviewed and compiled into a comprehensive budget document reviewed by the NORCOM leadership team.

After the proposed budget has been reviewed and balanced by the leadership team, it is presented to the Finance Committee for feedback and approval. The finance committee is an advisory committee, comprising of employees of NORCOM's principals and subscribers. Chief Officers or designees of principals and subscribers may appoint an employee for a one-year term.

Comments from the Finance Committee are considered and incorporated into the proposed budget. The updated budget proposal is then presented to the Governing Board. General public has an opportunity to provide input during Governing Board meetings under the public comment agenda items. Feedback is incorporated into a final budget document for their approval.

Below are the Agency's budget action dates for the 2023 budget creation.

Date	Action
March 11	Governing Board approves budget policy for the fiscal year 2023
August 12	Governing Board approves 2023 NORCOM Operating Budget
September 9	Participating Agencies advised of budget and user fees
December 9	Governing Board adopts 2023 NORCOM Budget

Budget Objectives

NORCOM strives to provide a financial base sufficient to sustain high-quality emergency communication services to the public and its customers. This base includes maintaining the ability to withstand local and regional economic hardships sustained by our participating agencies.

As fiscal conditions and circumstances continually shift and change in response to operating needs, it may not be practical or always desirable to continually achieve these policies. Therefore, these policies are



intended to guide, not govern, financial decision making, and may not be fully achieved within any budget period.

Key budget policies that drove the development of the 2023 budget include:

Operating Policies:

- NORCOM defines a balanced budget as current annual revenues (including fund balances) equal to or greater than current annual expenditures.
- The operating budget is NORCOM's comprehensive financial plan which provides for the level of services prescribed by the Participating Agencies, including additional services or new programs as approved in subsequent years. A new budget will be adopted every year as a result of a comprehensive process incorporating any newly approved programs, inflationary increases, and other expenses. New programs will be analyzed by the NORCOM Leadership before being presented to the Governing Board for their analysis and review and, if approved, incorporated into the budget. No "one-time" expenses will be carried forward into subsequent budgets without specific authority.
- All current operating expenditures will be paid from current revenues and cash carried over from the prior year. Current revenues and operating expenditures will be reviewed monthly during the year.

Amendment/Adjustment Policies:

- All supplemental appropriations for programs requested after the original budget is adopted, will only be approved by the Governing Board after consideration of the availability of revenues.

Revenue Policies:

- "Other" Revenues shall be realistically estimated and based upon the most recent information available.
- NORCOM follows a vigorous policy of collecting revenues.
- NORCOM seeks to avoid dependence on temporary or unstable revenues to fund ongoing mission-critical services.

Expenditure Policies:

- The NORCOM budget provides a sustainable service level for the employees' well-being and emergency service providers' safety.
- Expenditures approved by the Governing Board in the annual budget define NORCOM's spending limits for the upcoming year. In addition to legal requirements, NORCOM will maintain an operating philosophy of cost control and responsible financial management.
- Emphasis is placed on improving individual and workgroup productivity rather than adding to the workforce. NORCOM invests in technology and other efficiency tools to maximize productivity.

Capital Projects and Equipment Replacement



- NORCOM maintains all its assets at an acceptable level to protect capital investment and minimize future maintenance and replacement costs.
- NORCOM analyses equipment replacement and maintenance need, using a cash flow method. New this year and upon the request of the Finance Committee the Capital Projects and Equipment Repair and Replacement schedules have been extended to a ten-year projection.
- Equipment Replacement is fully funded according to the cash flow schedule to minimize large increases in User Fees from year to year.

Operating Reserves and Contingency:

- Per section 12h of the ILA, each budget year the Governing Board shall set the Operating Expense Reserve at a level that ensures funds are on hand to reasonably address unforeseen operating contingencies. NORCOM's goal is to maintain the Operating Expense Reserve at a level equal to 5-10% of the total Operating Budget.
- For the purpose of determining Operating Expense Reserve funding, the Governing Board defines the Operating Budget as the operating fund expenses less salaries, benefits, and one-time expenses.
- The Rate Stabilization Fund shall not exceed 10% of current Operating Fund Revenues. If it is determined that funds will be used to offset transition to higher rates or fund one-time expenditures the designated amount shall be applied to the overall budget prior to calculating assessments.
- All expenditures drawn from reserve accounts shall require prior Board approval unless previously authorized for expenditure in the annual budget.

Debt Service:

- NORCOM does not have the power to issue obligations or to incur debt. If capital funding is needed for facilities, technology or equipment, one or more Principal Agencies may issue debt to provide NORCOM's needs
To date, no participating agency has issued debt on NORCOM's behalf.

Fee Smoothing, Fund Separation, and Long Term Planning

In collaboration with the Finance Committee, NORCOM has established a smoothing mechanism that gives more predictability in rate increases year over year. The development process is deliberative and, while not yet fully implemented, it has driven a shift in this year's budget approach.

The Board had historically addressed the budget with an annual focus. Long-term projects and costly expected expenditures outside the next budget year were not eloquently integrated into the budget planning, and rates could fluctuate wildly.

The smoothing concept identifies anticipated operating revenues, expenditures, equipment replacement and repair (ER&R), and proposed non-capital and capital expenses for the upcoming ten years. The costs to support the Operating, ER&R and Capital Project funds are now differentiated, and through the budget planning process, the Board may set rate increases against each fund.



Fee Smoothing Projections

NORCOM 10-year Financial Planning Projections

Overall Fee Increase	7.0%	6.5%	6.0%	3.5%	4.0%	3.5%	3.0%	4.0%	3.5%	3.0%
Total Agency Fees	13,461,026	14,336,006	15,196,167	15,728,032	16,357,154	16,929,654	17,437,544	18,135,045	18,769,772	19,332,865
Beginning Fund Balance	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>2027</u>	<u>2028</u>	<u>2029</u>	<u>2030</u>	<u>2031</u>	<u>2032</u>
Operating Fund	-	0	1,780	924	1,124	4,797	3,919	643	4,469	1,307
Equipment & Replacement Reserves	251,404	119,904	66,859	134,156	139,434	18,692	27,548	285,097	121,281	18,797
Capital Project Fund	402,628	225	13,514	64,434	83,435	29,257	81,400	75,697	70,072	6,422
Escrow	85,719	85,719	85,719	85,719	85,719	85,719	85,719	85,719	85,719	85,719
Operating Expense Reserve	160,751	160,751	160,751	185,751	185,751	185,751	265,751	350,751	430,751	520,751
Rate Stabilization Reserve Fund	507,041	507,041	272,041	272,041	272,041	272,041	272,041	272,041	272,041	272,041
Operating Fund										
Operating Revenues	<u>4.0%</u>	<u>1.5%</u>	<u>3.0%</u>	<u>0.5%</u>	<u>0.5%</u>	<u>0.5%</u>	<u>0.5%</u>	<u>2.5%</u>	<u>1.5%</u>	<u>1.5%</u>
Operating increase for Agency Fees										
Agency Fees for Operations	13,083,626	13,662,954	14,766,086	15,272,147	15,806,673	16,438,939	17,014,302	17,873,482	18,407,071	19,051,319
E911 Revenues	1,470,055	1,470,055	1,400,000	1,400,000	1,400,000	1,400,000	1,400,000	1,100,000	1,100,000	1,100,000
KCEMS	136,000	136,000	136,000	136,000	136,000	136,000	136,000	136,000	136,000	136,000
IT Billing	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000	120,000
Miscellaneous	44,500	44,500	44,500	44,500	44,500	44,500	44,500	44,500	44,500	44,500
Transfers in from Reserves	-	235,000	-	-	-	-	-	-	-	-
Total Operating Revenues	14,854,181	15,668,509	16,466,586	16,972,647	17,507,173	18,139,439	18,714,802	19,273,982	19,807,571	20,451,819
Operating Expenditures										
Operating Expenditures	14,826,181	15,666,730	16,442,442	16,902,448	17,500,999	18,040,318	18,513,078	19,120,156	19,715,733	20,328,511
Transfer to ERR	-	-	-	35,000	2,500	-	50,000	-	-	-
Transfer to Capital	28,000	-	-	35,000	-	20,000	70,000	70,000	5,000	-
Transfer to Reserves	-	-	25,000	-	-	80,000	85,000	80,000	90,000	120,000
Total Operating Fund Expenses	14,854,181	15,666,730	16,442,442	16,972,448	17,503,499	18,140,318	18,718,078	19,270,156	19,810,733	20,448,511
Equipment Replacement Reserve Fund										
Equipment & Replacement Reserves	<u>0.0%</u>	<u>0.5%</u>	<u>1.0%</u>	<u>1.5%</u>	<u>2.5%</u>	<u>1.0%</u>	<u>1.5%</u>	<u>0.5%</u>	<u>1.0%</u>	<u>1.0%</u>
Equipment increase for Agency Fees										
Agency Fee Distribution	-	67,305	143,360	227,942	393,201	163,572	253,945	87,188	181,350	187,698
Transfers from Operations	-	-	-	35,000	2,500	-	50,000	-	-	-
Equipment Expenses	131,500	120,350	76,063	257,665	516,443	154,715	46,396	251,004	283,834	70,700
Net impact to ERR Fund Balance	(131,500)	(53,045)	67,297	5,277	(120,742)	8,857	257,549	(163,816)	(102,484)	116,998
Capital Projects Fund										
Capital Projects Fund	<u>3.0%</u>	<u>4.5%</u>	<u>2.0%</u>	<u>1.5%</u>	<u>1.0%</u>	<u>2.0%</u>	<u>1.0%</u>	<u>1.0%</u>	<u>1.0%</u>	<u>0.5%</u>
Capital increase for Agency Fees										
Agency Fee Distribution	377,400	605,747	286,720	227,942	157,280	327,143	169,297	174,375	181,350	93,849
Transfers from Operations	28,000	-	-	35,000	-	20,000	70,000	70,000	5,000	-
Capital Expenses	807,803	592,458	235,800	243,942	211,458	295,000	245,000	250,000	250,000	50,000
Net impact to Cap Proj. Fund Balance	(402,403)	13,289	50,920	19,000	(54,178)	52,143	(5,703)	(5,625)	(63,650)	43,849
Reserve Funds										
Op Ex Reserve- Transfers In	-	-	25,000	-	-	80,000	85,000	80,000	90,000	120,000
Op. Ex Reserve - Transfer Out	-	-	-	-	-	-	-	-	-	-
Rate Stabilization Reserve Transfer In	-	-	-	-	-	-	-	-	-	-
Rate Stabilization Reserve Transfer Out	-	(235,000)	-	-	-	-	-	-	-	-
Net impact to Reserves Fund Balance	-	(235,000)	25,000	-	-	80,000	85,000	80,000	90,000	120,000
Overall NORCOM										
Ending Fund Balance										
Operating Fund	0	1,780	924	1,124	4,797	3,919	643	4,469	1,307	4,615
Equipment & Replacement Reserves	119,904	66,859	134,156	139,434	18,692	27,548	285,097	121,281	18,797	135,795
Capital Project Fund	225	13,514	64,434	83,435	29,257	81,400	75,697	70,072	6,422	50,271
Escrow	85,719	85,719	85,719	85,719	85,719	85,719	85,719	85,719	85,719	85,719
Operating Expense Reserve	160,751	160,751	185,751	185,751	185,751	265,751	350,751	430,751	520,751	640,751
% of operating expenses (5-10% policy goal)	1.1%	1.0%	1.1%	1.1%	1.1%	1.5%	1.9%	2.3%	2.6%	3.2%
Rate Stabilization Reserve Fund	507,041	272,041	272,041	272,041	272,041	272,041	272,041	272,041	272,041	272,041
% of operating revenues (policy limit 10%)	3.9%	2.0%	1.8%	1.8%	1.7%	1.7%	1.6%	1.5%	1.5%	1.4%



2023 Fund Summary ¹

NORCOM Budget 2023 Financial Summary

NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Estimated Beginning Balance	\$ -	\$ 402,628	\$ 251,404	\$ 160,751	\$ 85,719	\$ 507,041	\$ 1,407,543
Revenue:							
From Participating Agencies	13,083,626	377,412	-	-	-	-	\$ 13,461,038
E-911 Revenue	-	-	-	-	1,470,055	-	\$ 1,470,055
Miscellaneous Revenues	300,500	-	-	-	-	-	\$ 300,500
Interest Earnings	-	-	-	-	-	-	\$ -
Total Revenue	13,384,126	377,412	-	-	1,470,055	-	15,231,593
Total 2020 Resources	\$ 13,384,126	\$ 780,040	\$ 251,404	\$ 160,751	\$ 1,555,774	\$ 507,041	\$ 16,639,136
Expenditures							
Salaries & Wages	8,583,565	-	-	-	-	-	8,583,565
Personnel Benefits	3,131,820	-	-	-	-	-	3,131,820
Operating Services & Supplies	3,110,765	-	-	-	-	-	3,110,765
Equipment Expense	-	-	131,500	-	-	-	131,500
Capital Outlays	-	807,803	-	-	-	-	807,803
Total Expenditures	\$ 14,826,150	\$ 807,803	\$ 131,500	\$ -	\$ -	\$ -	\$ 15,765,453
Transfers:							
Transfers In	1,470,055	28,000	-	-	-	-	1,498,055
Transfer Out:							
To Operating	-	-	-	-	1,470,055	-	1,470,055
To Capital Projects	28,000	-	-	-	-	-	28,000
To ER & R	-	-	-	-	-	-	-
Transfers In less Transfers out	\$ 1,442,055	\$ 28,000	\$ -	\$ -	\$ (1,470,055)	\$ -	\$ -
2022 Ending Fund Balance	\$ 31	\$ 237	\$ 119,904	\$ 160,751	\$ 85,719	\$ 507,041	\$ 873,683
Change in Fund Balance	\$ 31	\$ (402,391)	\$ (131,500)	\$ -	\$ -	\$ -	\$ (533,860)

¹ The 2023 estimated beginning and ending fund balance may change after carry forward impacts of the 2022 budget activities

2023 Resources

Resources are comprised of estimated beginning fund balances and revenues. Revenues include fees collected from Participating Agencies, E-911 Revenue, Miscellaneous Revenues, and Interest Earnings.

- **Fees from Participating Agencies:** the primary source of NORCOM's revenue is assessments issued to participating agencies. Fees are calculated using a Functional Distribution Model implemented in 2017. The model uses calls for service as a basis for allocating fees to agencies by function. An annual average of billable calls for services is determined based on a number of calls for service over a two-ear historical call calculation period.



The calculation is as follows:

1. Calculate NORCOM's FTE Percentage based on the following functions:

- a. Call Receiver FTE
- b. Police Dispatch FTE
- c. Police Radio FTE
- d. Fire Dispatch FTE

2. Calculate Agency Call receiver Cost: $\text{Unfunded budget} \times \text{Call Receiver FTE \%} \times (\text{Agency CFS} / \text{Total CFS})$

3. Calculate Police Dispatch Contribution: $\text{Unfunded budget} \times \text{FD Dispatch FTE \%} \times (\text{Agency CFS} / \text{Total Police CFS})$

4. Calculate Police Data Radio Contribution: $\text{Unfunded budget} \times \text{Police Data FTE \%} \times (\text{Agency CFS} / \text{Total Police CFS})$

5. Calculate Fire/EMS Dispatch Contribution: $\text{Unfunded budget} \times \text{FD Dispatch FTE \%} \times (\text{Agency CFS} / \text{Total Fire CFS})$

Percentages are applied to the current approved budget, less revenues from other sources.

The following table provides the 2019 user fees paid by NORCOM agencies.

- **E-911 Revenue:** excise tax revenues collected by King County and distributed to NORCOM. NORCOM receives these revenues in its E-911 Escrow fund and transfers funds to its operating fund.
- **King County EMS Levy Grant:** King County Emergency Medical Services grants NORCOM funds through its Emergency Medical Dispatch program. Funds are used to pay for employee training, and costs incurred to improve medical dispatch.
- **Miscellaneous revenues:** NORCOM collects funds for reimbursements of software purchased and hosted for several agencies. NORCOM also has service contracts in which IT employees perform services to various principal agencies and charges hourly rates for the time worked on the contracts.



Through the functional distribution methodology, 2023 participation fees are:

2023 Budget Functional Distribution by Agency

Personnel Expenditures	11,715,384
Operational Expenditures	3,110,797
Total Operating Expenses	14,826,181
Plus:	
Capital Approved Transfer- 3%	377,400
ERR Approved transfer %	-
Operating Fund Transfers Out	28,000
Minus:	
Prior Year Fund Balance	-
Miscellaneous Revenues	300,500
E-911 Revenue Transfer In	1,470,055
Reserves Transfer In	-
Distribution to Agencies	13,461,026

2023 User Fees - Budget Cost	Dispatch Law	Data Radio	Dispatch Fire	Call Receiver	2022 Total	2023 Total	Increase/ (Decrease)	Percent Change
Bellevue Police	1,323,972	781,767		1,861,502	3,795,492	3,967,241	171,749	4.5%
Clyde Hill Police	36,293	5,716		51,028	96,100	93,036	(3,064)	-3.2%
Kirkland Police	955,624	435,338		1,343,606	2,534,878	2,734,568	199,690	7.9%
Medina Police	32,780	2,699		46,088	65,533	81,567	16,034	24.5%
Mercer Island Police	212,832	48,265		299,241	542,419	560,338	17,919	3.3%
Normandy Park Police	43,859	28,896		61,666	135,053	134,421	(632)	-0.5%
Total Police	2,605,360	1,302,680	-	3,663,131	7,169,475	7,571,170	401,695	5.6%
Bellevue Fire			995,386	593,017	1,425,466	1,588,404	162,937	11.4%
Bothell Fire			311,808	185,764	460,976	497,572	36,596	7.9%
Duvall Fire			48,692	29,009	73,324	77,700	4,376	6.0%
Eastside Fire and Rescue			518,442	308,870	745,659	827,312	81,653	11.0%
Woodinville Fire			138,217	82,345	204,528	220,562	16,034	7.8%
Fall City Fire			25,999	15,489	34,379	41,488	7,109	20.7%
Kirkland Fire			385,116	229,439	568,596	614,555	45,959	8.1%
Mercer Island Fire			116,621	69,479	180,135	186,100	5,966	3.3%
Northshore Fire			142,769	85,057	212,583	227,826	15,243	7.2%
Redmond Fire			434,945	259,126	652,508	694,071	41,563	6.4%
Shoreline Fire			501,724	298,910	752,966	800,634	47,668	6.3%
Skykomish Fire			14,849	8,846	20,594	23,695	3,101	15.1%
Snoqualmie Pass Fire			16,827	10,025	23,791	26,851	3,060	12.9%
Snoqualmie Fire			39,533	23,552	55,429	63,086	7,656	13.8%
Total Fire	-	-	3,690,926	2,198,929	5,410,935	5,889,856	478,921	8.9%
Agency Total	2,605,360	1,302,680	3,690,926	5,862,060	12,580,410	13,461,026	880,616	7.0%



Transfers

Transfers are accounted for to accurately reflect each fund's resources and expenditures while considering transfer activity between funds.

Transfers include the full amount of anticipated E-911 Revenue from the Escrow Fund into the Operating Fund, leaving an E911 Escrow balance of \$85,719.

Operating Fund

Fund Overview and Drivers

The Operating Fund supports operating costs. All current operating expenditures are paid by collecting participant fees, agency reimbursements, and regular grants- such as the King County EMS Performance program.

Significant operating expenditures include personnel costs, facility leases, and technology costs. Key drivers impacting the 2023 budget are:

Personnel

- The contract between NORCOM and the Telecommunicator Guild is effective through December 31, 2025, and established a 5% salary increase for represented employees.
- The contract between NORCOM and the Supervisor Guild is effective through December 31, 2024 and established a 5% salary increase for represented employees.
- Recruiting and retaining qualified and highly skilled employees is a strategic priority. To support increased recruitment efforts the HR budget expenses has grown to cover the costs associated with increased applicants, testing and onboarding costs. Salary rate increases are included in the 2023 budget to ensure NORCOM stays competitive.
- As a member of the Associated Cities of Washington (AWC) Employee Benefit Trust, NORCOM provides employees with medical, dental, and vision insurance plan options. NORCOM pays 100% of employee coverage and 80% of employee dependents. Based on the new rates published by the AWC, NORCOM budgeted a 6% increase in medical plans.

Facility Leases

- NORCOM's lease for its main operating facility located in Bellevue City Hall increases 8.1% in 2023.

Technology

- PSERN is scheduled to go online in 2023. The budget reflects anticipated charges for eight months of year totaling nearly \$340,000.
- Adoption and implementation of a single CAD system has improved long term finances for NORCOM. Through decreased ER&R and software maintenance costs of \$260,000 annually, NORCOM has been able to lessen the new rate charges associated to the PSERN radio project.



Fund Detail

The following is a breakdown of budgeted personnel expenses in 2023:

	2021 Actual	2022 Adopted	2023 Proposed
Salaries & Wages - Regular	\$7,276,286	\$7,850,368	\$8,240,859
Salaries & Wages - Overtime	\$439,290	\$242,405	\$298,876
Medical	\$1,094,738	\$1,169,166	\$1,264,210
HSA Contributions	-	-	\$22,249
Dental	\$93,071	\$98,425	\$104,340
Vision	\$12,327	\$13,080	\$13,604
Long-Term Care	\$5,670	\$6,600	\$6,600
Medicare	\$103,681	\$117,345	\$126,711
MEBT	\$453,791	\$474,832	\$499,131
Life	\$6,723	\$7,128	\$7,133
LTD	\$11,965	\$12,604	\$12,614
PERS	\$878,096	\$881,324	\$921,506
Washington FMLA	\$11,248	\$16,478	\$17,369
Unemployment	\$58,438	\$90,200	\$92,394
Workers Comp	\$16,080	\$35,162	\$43,959
Total Personnel	\$10,461,404	\$11,015,117	\$11,671,555



Operating expenses are budgeted as follows:

	2021 Actual	2022 Adopted	2023 Adopted
Advertising	1,803	5,000	5,000
Bank Fees	155	250	500
Cellular, Pager & Radio Service	38,686	51,816	35,525
Computer Hardware-Non-Capital	1,806	10,000	7,500
Consumable Goods	6,146	9,950	14,310
Dues & Memberships	11,435	11,685	12,635
Equipment Leases	21,528	18,600	19,865
Facility Lease	678,721	696,951	763,797
Financial Audit	62,154	23,230	23,836
Hosted Services	106,659	166,788	168,388
HR Services	90,276	63,000	99,915
Insurance	77,185	75,000	85,000
Legal Services	340,292	125,000	200,000
Local Travel/Training/ Mileage	2,112	8,300	14,150
Network Service	27,657	29,091	45,549
Office Furniture	567	7,750	8,250
Office Supplies	2,766	8,000	6,400
Operating Supplies	3,365	4,000	4,250
Parking Lease	56,769	61,524	29,200
Payroll Services	21,685	25,000	19,010
Postage	591	750	750
Printing	79	1,100	300
Professional Services	10,849	22,650	28,550
Publications	381	-	-
R&M - Network Equipment	42,170	136,863	397,684
R&M - Office Equipment	612	5,000	2,500
R&M - Software Maintenance	973,223	1,005,692	883,986
Radio Site Lease	9,984	52,177	62,685
Recruitment Supplies	551	2,000	2,000
Small Tools & Minor Equipment	7,065	14,750	10,300
Software/Licensing	54,683	100,261	78,342
Telephone Services	44,520	46,100	33,565
Training/Conf. Registrations/ Travel	4,652	12,050	47,023
Total Operating	\$2,701,127	\$2,800,327	\$3,110,765



Capital Projects Fund

Fund Overview and Drivers

The purpose of the Capital Projects Fund is to track projects typically lasting more than one year. Proposed projects are forecasted by agency leadership based on industry trends, national, state, regional and community focuses, participating agency requests and other driving forces. The Board must approve projects before the commitment of any funds. Project approval can be during annual budget planning or as an independent presentation and approval process.

Fund Detail

- **Console Replacement Project**

In January of 2022 the Board was briefed on the need to replace the telecommunicator consoles. At this time, the project cost is estimated at \$611K. NORCOM staff is gathering information related to console replacements and will come back to the Board with a full project budget and request formal approval at that time. However, in the interest of smoothing costs $\frac{1}{4}$ of the total cost estimate is included in the 2023 Capital Project fund. The other portion of the final costs will be incorporated into the 2024 budget process, but we have included a placeholder amount in the proposed project costs workbook.

- **Alpha-Numeric Paging System Upgrade**

The Board approved NORCOM to work with Sno911 to accomplish a decreased scope of work tied to the paging system. Instead of full replacement of all parts of the system the project now consists of upgrade and installation of equipment at each radio site necessary to keep the system operational for up to ten more years. The project team consists of NORCOM and Sno911 staff. The estimated cost for the project is \$600K. Funding includes a \$300K transfer from the Rate Stabilization account in 2022 and the rest of the costs paid in 2023.

- **CAD Server Expansion and Upgrade**

With the single CAD system, a fully redundant and resilient system must be put into place to limit any downtime. This project supports moving the Tyler system to recently purchased hardware that will be decommissioned because of the single CAD Project. The project is a step closer to full redundancy and improved continuity of operations.



Capital Projects Fund Forecast

The projects listed are included for planning purposes. Each project requires Board approval before any funds are committed. These projects may or may not be brought to the Board in future years.

Project Name	Capital Fund Project Costs									
	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
Facility / Workspace Updates	\$152,753	\$458,258	\$ -	\$ 16,667	\$ 33,333	\$ -	\$ -	\$ -	\$ -	\$ -
Console Replacement (ROM)	\$611,011	\$611,011								
Admin Workplace Reconfiguration				\$ 16,667	\$ 33,333					
COOP Project	\$ -	\$105,400	\$110,800	\$ 55,400	\$ -	\$ 75,000	\$ 75,000	\$ -	\$ -	\$ -
Hardware Upgrade		\$ 50,000								
Back Up/Recovery System		\$ 55,400	\$110,800	\$ 55,400						
Remote Call Taking / Dispatching						\$ 75,000	\$ 75,000			
911 Operations	\$ -	\$ -	\$125,000	\$125,000	\$100,000	\$200,000	\$100,000	\$ -	\$ -	\$ -
Call Taking / Dispatching Guides			\$ 75,000	\$ 75,000						
Mental Health Responses (consultant)			\$ 50,000	\$ 50,000						
Receive/Share Incoming Digital Data					\$100,000	\$200,000	\$100,000			
911 Systems	\$655,050	\$ 28,800	\$ -	\$ 46,875	\$ 78,125	\$ 20,000	\$ 70,000	\$100,000	\$ 50,000	\$ -
Crew Force		\$ 28,800								
AlphaNumeric Paging	\$600,000									
CAD Server Expansion and Upgrades	\$ 55,050									
Enterprise RMS				\$ 46,875	\$ 78,125					
CAD System Functionality							\$ 50,000	\$100,000	\$ 50,000	
Recording System Updates						\$ 20,000	\$ 20,000			
Long Term Project Planning	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$150,000	\$200,000	\$ 50,000
Project 1								\$100,000	\$100,000	
Project 2								\$ 50,000	\$100,000	\$ 50,000
Total Expenses by year	\$ 807,803	\$ 592,458	\$ 235,800	\$ 243,942	\$ 211,458	\$ 295,000	\$ 245,000	\$ 250,000	\$ 250,000	\$ 50,000



Funding

The Capital Projects Fund has historically been funded with transfers of ending balances from other funds or project approvals during the budget process. With the smoothing process participating agencies will be levied a Capital Projects fee.

Equipment Replacement & Reserve Fund

Fund Overview and Drivers

NORCOM strives to ensure that the Equipment Replacement Reserve is fully funded while minimizing large increases in User Fees from year to year due to the acquisition or replacement of capital and equipment items.

2023 Fund Expenses

A summary of the budgeted expenditures in 2023 are:

2023 ER&R Scheduled Costs		
Network Costs	\$	100,900
Radio Sites Maintenance	\$	5,000
Desktops/Laptops/Phones	\$	30,600
	\$	131,500

Projected ER&R Fund Forecast

In the development of the smoothing mechanism, NORCOM developed the following 10-year forecast for anticipated Equipment Replacement activities:

Equipment Type	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
Daily Operating Equipment:										
Workstations	15,000	15,000	15,500	15,500	16,250	16,250	16,750	16,750	17,000	17,000
Locution Computers	10,000	10,250	10,250	10,500	10,500	10,750	10,750	10,750	10,750	10,750
Radio Site Expenses	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000
Cell Phones	600	600	675	675	725	725	750	750	800	800
Tyler Desktop Replacements										
				80,000					80,000	
Network Total	60,900	75,000	10,200	28,585	226,468	55,302	13,146	77,316	170,284	22,650
Routers Totals	-	12,000	-	-	-	18,033	-	12,500	-	-
Server Totals	40,000	-	34,438	114,905	115,500	46,155	-	74,438	-	12,000
Switch Totals		2,500	-	2,500	142,000	2,500	-	2,500	-	2,500
Radio Totals								51,000		
Total Fund Expenses	131,500	120,350	76,063	257,665	516,443	154,715	46,396	251,004	283,834	70,700



Operating Expense Reserve

Fund Overview and Drivers

Per section 12h of the ILA, each budget year the Governing Board shall set the Operating Expense Reserve at a level that ensures funds are on hand to reasonably address unforeseen operating contingencies. NORCOM's policy is to maintain an Operating Expense Reserve at a level equal to 5% of the total Operating Budget. For the purpose of determining Operating Expense Reserve funding, the Governing Board defines the Operating Budget as the operating fund expenses less salaries, benefits, and one-time expenses.

There are no transfers planned in 2023.

E-911 Escrow Fund

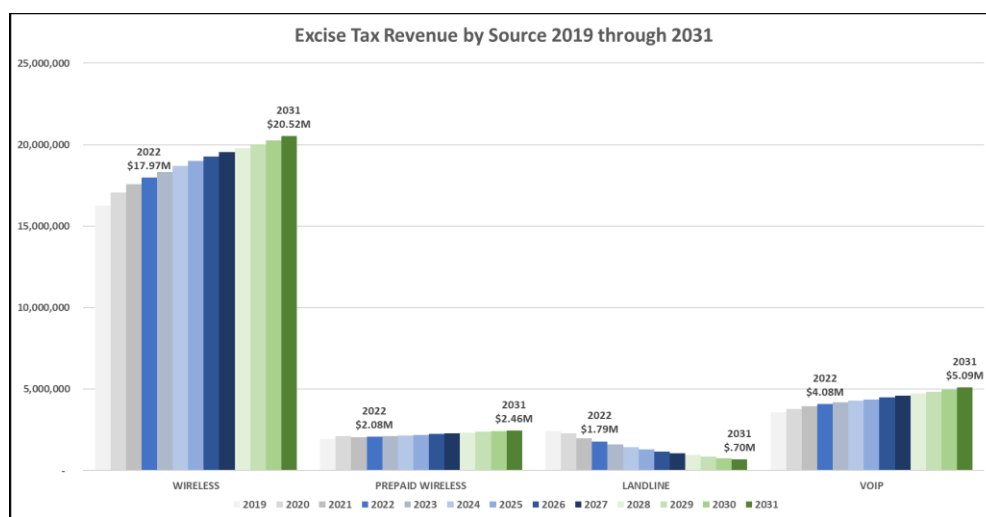
Fund Overview and Drivers

The King County E-911 office collects excise taxes for wireline, wireless, and VoIP services. Tax proceeds are distributed among the twelve Public Safety Answering Point located in the county. Distributions to PSAPs are made quarterly into an escrow account until NORCOM makes a request to draw out a specific amount for authorized operations support.

These funds are used to offset the cost of operations and are transferred to the operating fund as necessary.

Fund Forecasts

The E-911 office forecasts increases in the total Excise Tax revenue collected through 2031:



With the increase in amounts collected, the office has budgeted to increase its distributions to PSAPs. NORCOM's budgeted distribution in 2023 and 2024 are \$1,470,055.



Rate Stabilization Fund

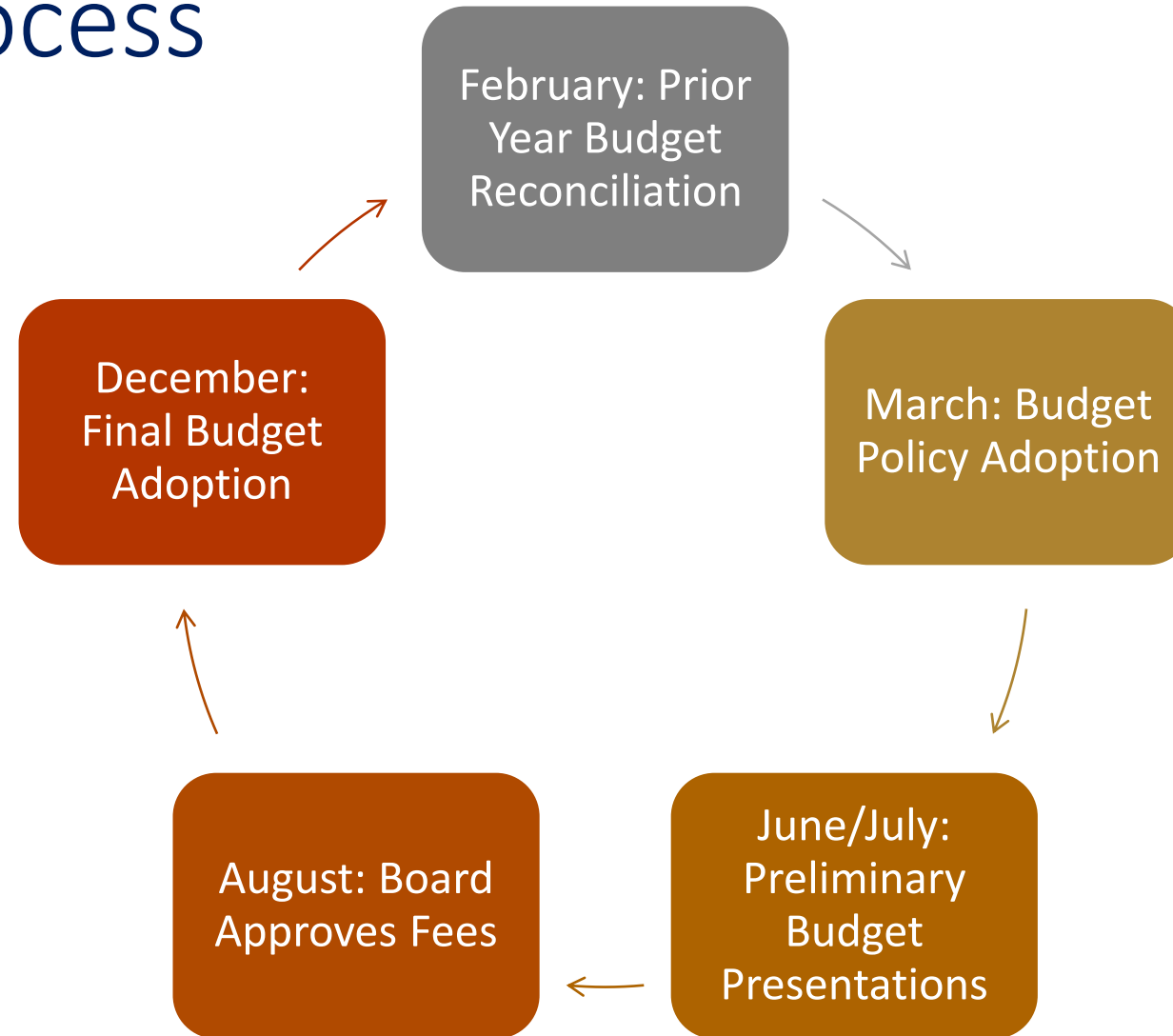
Fund Overview and Drivers

The Rate Stabilization fund was created in 2012 and is funded through one-time revenues, new agency assessments/fees, ending fund balance or other sources deemed appropriate by the Governing Board. In 2017, the Board determined that a portion of these funds could be used to offset the changes in agency rates due to the new functional distribution formula.

2023 Budget

December 9, 2022

Budget Process



Key Budget Items:

- User fees will increase 7%. Significant changes to operating costs include:
 - Increases to personnel of approximately \$656,000
 - PSERN charges budgeted to begin April for \$340,000
- Two Capital Projects approved to start 2023
 - Alpha Numeric Paging Upgrades
 - Console Furniture Replacement Project

2023 Fund Summary

NORCOM Budget 2023 Financial Summary							
NORCOM Budget Description	Operating	Capital Projects	Equipment Replacement	Operating Exp. Res.	E-911 Escrow	Rate Stabilization	Total All Funds
Estimated Beginning Balance	\$ -	\$ 402,628	\$ 251,404	\$ 160,751	\$ 85,719	\$ 507,041	\$ 1,407,543
Revenue:							
From Participating Agencies	13,083,626	377,412	-	-	-	-	\$ 13,461,038
E-911 Revenue	-	-	-	-	1,470,055	-	\$ 1,470,055
Miscellaneous Revenues	300,500	-	-	-	-	-	\$ 300,500
Interest Earnings	-	-	-	-	-	-	\$ -
Total Revenue	13,384,126	377,412	-	-	1,470,055	-	15,231,593
Total 2020 Resources	\$ 13,384,126	\$ 780,040	\$ 251,404	\$ 160,751	\$ 1,555,774	\$ 507,041	\$ 16,639,136
Expenditures							
Salaries & Wages	8,583,565	-	-	-	-	-	8,583,565
Personnel Benefits	3,131,820	-	-	-	-	-	3,131,820
Operating Services & Supplies	3,110,765	-	-	-	-	-	3,110,765
Equipment Expense			131,500				131,500
Capital Outlays	-	807,803		-	-	-	807,803
Total Expenditures	\$ 14,826,150	\$ 807,803	\$ 131,500	\$ -	\$ -	\$ -	\$ 15,765,453
Transfers:							
Transfers In	1,470,055	28,000	-	-	-	-	1,498,055
Transfer Out:							
To Operating	-	-	-	-	1,470,055	-	1,470,055
To Capital Projects	28,000					-	28,000
To ER & R	-	-	-	-		-	-
Transfers In less Transfers out	\$ 1,442,055	\$ 28,000	\$ -	\$ -	\$ (1,470,055)	\$ -	\$ -
2022 Ending Fund Balance	\$ 31	\$ 237	\$ 119,904	\$ 160,751	\$ 85,719	\$ 507,041	\$ 873,683
Change in Fund Balance	\$ 31	\$ (402,391)	\$ (131,500)	\$ -	\$ -	\$ -	\$ (533,860)



MEMORANDUM

To: Governing Board
From: Bill Hamilton, Executive Director
Date: 12/09/2022
Subject: December Information Technology and Operations Updates Newsletter

Executive Summary:

The December Newsletter contains Information Technology & Operations updates and is presented to the Board for review, input and questions.

Background:

The Information Technology and Operations Updates are routinely provided to the Board.

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends the Board review the updates and offer input or questions as desired.

Staff Comments:

None

Options

Risks

Finance Committee Review: No

Legal Review: No

Joint Operations Board Review: No

Attachments

December IT & Operations Newsletter



Information Technology Updates

From: Katy Myers, DDofA

December 2022

Radio

PSERN to CAD Interface

Project in queue – pending Tyler migration completion.

Alpha-Numeric Paging

Continuing internal reviews of the consultant Request for Qualifications (RFQ).

Telephone Systems

911 Platform Replacement

King County 911 Program Office is leading a project to replace the current 911 call-taking systems at all King County PSAPs. **Status:** NORCOM is tentatively scheduled for training and installation during Q4 of 2023.

Systems and Programs

Tyler Fire Migration

Held follow-up meeting with Data Users on November 29th. Secured assistance to scope a final data field needs document. Once identified we will determine the best approach to ensure reliable data is available and maintained for our user agencies. Working through issues lists presented by Fire agencies.

Body-Worn Cameras

Bellevue PD - Pending signatures of IT Services agreement
Kirkland PD – Interface installed, soft launch with small group in December.

SPIDR

New project - Working with Bellevue PD to scope the work needed to connect to the CAD system.

Redmond Back-Up Center

Project will be completed by end of 2022.

CAD-to-CAD Interface

Installation of the interface in the TEST environment scheduled for Dec 8, 2022.

CAD Lite

Waiting for a quote and contract from vendor for creation of NORCOM instance.

Link to CAD to CAD demo



IT Service Desk

Surveys

Each requestor that has a ticket closed receives a link to a four-question survey. Each question is rated on a three-option scale, with an opportunity to share comments.

“I appreciate Sean’s proactive approach.”

“I anticipated assist over the next or so and Emily was able to produce the needed report almost instantly. Very appreciated.”

Last Month: 11 surveys returned

- Better than expected – 32
- As expected – 3
- Worse than expected – 1

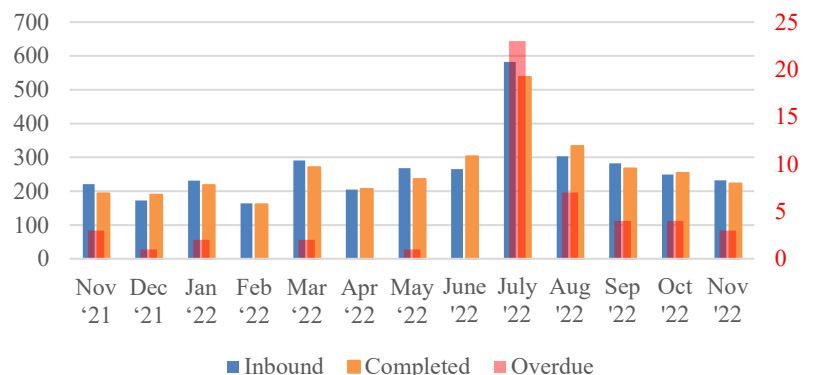
The worse than expected was tied to a RAADAR report that has been fixed.

Service Requests

232 Inbound tickets
223 Completed tickets

3 overdue tickets
2 back and forth communications with requester
1 involved a detailed technical investigation

IT Service Desk





Operations Updates

From: Roky Louie, Deputy Director of Operations

December 2022

Employee Wellness

As we wrap up the year, and in light of recent tragic events, NORCOM's Law Enforcement Liaison, Fire Liaison, and Training Coordinator have collaborated on the topic of employee well-being for this newsletter article.



In 2016, NORCOM formally established their Peer Support Team. This team of trained and qualified individuals consists of three Telecommunicator Team Members in addition to the Training Coordinator who serves as the Team Lead. Requirements to perform the duties of a Peer Support Member include formal training, and are covered under Washington State's RCW 5.60.060 which classifies discussions as privileged and protected. In order to promote continued growth for the team, NORCOM collaborates with many of our agencies for group training and resources. Short videos, and documents for self-awareness on burnout, mental well-being, compassion fatigue, and sleep issues are just some of the topics being worked on and we are thankful for those agency partnerships. Future efforts include implementing a software application (pending approval) specific to employee well-being that will

provide contact information for peer support members as well as our agency (and non-agency) partners and organizations. This will ensure easy access to resources for all NORCOM employees.

The benefit of our Peer Support Team is demonstrated in the following statement from one of the current Team Members:

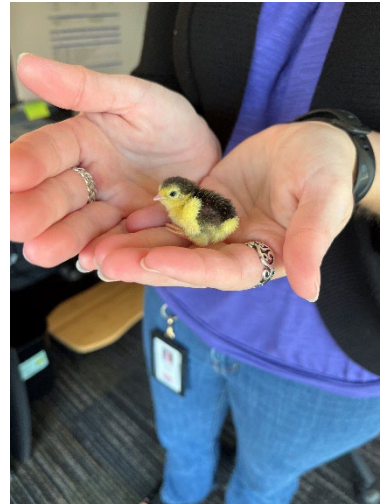
For me, the peer support team has been a vital contributor to my survival at NORCOM. In the latter part of 2018 into early 2019, I was really struggling with my mental health. The stress of this job, or more specifically for me police radio, had started to heavily weigh on me. I was not managing my stress well and I was not taking care of my health. I was in a destructive relationship, I was overeating unhealthy food, not exercising regularly, and I was not getting enough sleep. Eventually, I reached my breaking point. I started to have dangerous thoughts and that is when I decided to reach out to one of the peer support team members. They listened to my situation, validated my feelings, and shared with me their own similar experiences. They were able to point me in the right direction towards a healthy life and provided me with tools to make changes that I needed to make in order to get there.



Efforts to augment the Peer Support Team include a recent partnership with a Mental Health Professional through the City of Kirkland to provide additional support. Having the option to work with someone external to NORCOM allows for employees who may hesitate to share sensitive feelings and emotions with one of their co-workers can now communicate with someone external.

Supplemental resources offered to employees include Safe Call Now, Code4 Northwest, and our Employee Assistance Program (EAP).

Operations Supervisors maintain close observations of their employees to ensure they are checking in after rough calls or emotional situations. During especially difficult times, NORCOM has brought in therapy dogs, kittens, and other animals to remind employees of their safety, to elicit positive emotions and warmth and to support overall physiological well-being. We are thankful to the partnerships we have with our MHP's, Chaplains, and all other external support mechanisms that have helped us through the years.



This article is in honor of Bellevue Police Department Officer Jordan Jackson, End of Watch: 11/21/2022. Fallen but not forgotten.
